

IN THE CLAIMS:

Please amend the claims as follows:

1. (Original) A computer implemented method for at least one of enabling training of field service personnel and field service of machines, the computer implemented method comprising:

obtaining (310, 320, 330, 420) a reference material search request;

providing (340, 430) a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request; and

providing (350, 470) a copy of the at least one reference material associated with the at least one cataloged item.

2-66. (Cancelled)

Please add the following new claims:

67. (New) A computer implemented method for enabling training of field service personnel for at least one machine selected from the group consisting of computed tomography (CT) machines, magnetic resonance imaging (MRI) machines, mammography machines, ultrasound machines, and x-ray machines, the computer implemented method comprising:

obtaining a reference material search request;

providing a list of at least one cataloged item associated with at least one reference material relating to training of field service personnel for said at least one machine based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

68. (New) The computer implemented method of claim 67, wherein the reference material search request comprises data relating to at least one of data relating to said at least one machine, data relating to a skill level of the field service personnel, and data relating to a service task for said at least one

machine.

69. (New) The computer implemented method of claim 67, wherein the reference material search request comprises data relating to said at least one machine, data relating to a skill level of the field service personnel, and data relating to a service task for said at least one machine.

70. (New) The computer implemented method of claim 69, wherein the data relating to said at least one machine comprises data relating to a product type and a model of said at least one machine, the data relating to the skill level of the field service personnel comprises data relating to at least one of novice and expert, and the data relating to the service task for said at least one machine comprises data relating to at least one of installation, maintenance, and modification of said at least one machine.

71. (New) The computer implemented method of claim 67, wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

72. (New) The computer implemented method of claim 67, wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

73. (New) The computer implemented method of claim 67, wherein the at least one cataloged item comprises at least one of data relating to said at least one machine, data relating to a skill level of the field service personnel, data relating to a service task for said at least one machine, and data relating to an authorization level.

74. (New) The computer implemented method of claim 67, wherein the at least one cataloged item comprises data relating to said at least one machine, data relating to a skill level of the field service personnel, data relating to a service task for said at least one machine, and data relating to an authorization level.

75. (New) The computer implemented method of claim 74, wherein the data relating to said at least one machine comprises data relating to a product type and a model of said at least one machine, the data relating to the skill level of the service personnel comprises data relating to at least one of novice and expert, and the data relating to the service task for said at least one machine comprises data relating to at least one of installation, maintenance, and modification of said at least one machine.

76. (New) The computer implemented method of claim 67, wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals for said at least one machine and service manuals for said at least one machine.

77. (New) A computer implemented method for enabling field service of at least one machine selected from the group consisting of computed tomography (CT) machines, magnetic resonance imaging (MRI) machines, mammography machines, ultrasound machines, and x-ray machines, the computer implemented method comprising:

obtaining a reference material search request;

providing a list of at least one cataloged item associated with at least one reference material relating to field service of said at least one machine based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

78. (New) The computer implemented method of claim 77, wherein the reference material search request comprises data relating to at least one of data relating to said at least one machine, data relating to a skill level of the field service personnel, and data relating to a service task for said at least one machine.

79. (New) The computer implemented method of claim 78, wherein the data relating to said at least one machine comprises data relating to a product type and a model of said at least one machine, the data relating to the skill level of the field service personnel comprises data relating to at least one of novice and expert, and the data relating to the service task for said at least one machine comprises data relating to at least one of installation, maintenance, and modification of said at least one machine.

80. (New) The computer implemented method of claim 77, wherein the at least one cataloged item comprises at least one of data relating to said at least one machine, data relating to a skill level of the field service personnel, data relating to a service task for said at least one machine, and data relating to an authorization level.

81. (New) The computer implemented method of claim 80, wherein the data relating to said at least one machine comprises data relating to a product type and a model of said at least one machine, the data relating to the skill level of the service personnel comprises data relating to at least one of novice and expert, and the data relating to the service task for said at least one machine comprises data relating to at least one of installation, maintenance, and modification of said at least one machine.

82. (New) A method for enabling training of field service personnel for at least one machine selected from the group consisting of computed

tomography (CT) machines, magnetic resonance imaging (MRI) machines, mammography machines, ultrasound machines, and x-ray machines, the method comprising:

obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

providing to the second computing unit a list of at least one cataloged item associated with at least one reference material relating to training of field service personnel for said at least one machine from the first computing unit based on the reference material search request; and

providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

83. (New) The method of claim 82, wherein the reference material search request comprises at least one of data relating to said at least one machine, data relating to a skill level of the field service personnel, and data relating to a service task for said at least one machine.

84. (New) The method of claim 83, wherein the data relating to said at least one machine comprises data relating to a product type and a model of said at least one machine, the data relating to the skill level of the field service personnel comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification of said at least one machine.

85. (New) The method of claim 82, wherein the at least one cataloged item comprises at least one of data relating to said at least one machine, data relating to a skill level of the field service personnel, data relating to a service task for said at least one machine, and data relating to an authorization level.

86. (New) The method of claim 85, wherein the data relating to said at least one machine comprises data relating to a product type and a model of said at least one machine, the data relating to the skill level of the field service personnel comprises data relating to at least one of novice and expert, and the data relating to the service task for said at least one machine comprises data relating to at least one of installation, maintenance, and modification of said at least one machine.

87. (New) The method of claim 82, wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals for said at least one machine.

88. (New) The method of claim 82, wherein the second computing unit is a handheld computer.

89. (New) The method of claim 82, wherein the communications network is a global computer network.

90. (New) A method for enabling field service of at least one machine selected from the group consisting of computed tomography (CT) machines, magnetic resonance imaging (MRI) machines, mammography machines, ultrasound machines, and x-ray machines, the method comprising:

obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

providing to the second computing unit a list of at least one cataloged item associated with at least one reference material relating to field service of said at least one machine from the first computing unit based on the reference material search request; and

providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

91. (New) The method of claim 90, wherein the reference material search request comprises at least one of data relating to said at least one machine, data relating to a skill level of the field service personnel, and data relating to a service task for said at least one machine.

92. (New) The method of Claim 91, wherein the reference material search request comprises data relating to said at least one machine, data relating to a skill level of the field service personnel, and data relating to a service task for said at least one machine.

93. (New) The method of claim 92, wherein the data relating to said at least one machine comprises data relating to a product type and a model of said at least one machine, the data relating to the skill level of the field service personnel comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification of said at least one machine.

94. (New) The method of Claim 90, wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

95. (New) The method of Claim 90, wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

96. (New) The method of claim 90, wherein the at least one cataloged item comprises at least one of data relating to said at least one machine, data relating to a skill level of the field service personnel, data relating

to a service task for said at least one machine, and data relating to an authorization level.

97. (New) The method of claim 96, wherein the data relating to said at least one machine comprises data relating to a product type and a model of said at least one machine, the data relating to the skill level of the field service personnel comprises data relating to at least one of novice and expert, and the data relating to the service task for said at least one machine comprises data relating to at least one of installation, maintenance, and modification of said at least one machine.

98. (New) The method of claim 90, wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals for said at least one machine.

99. (New) The method of claim 90, wherein the second computing unit is a handheld computer.

100. (New) The method of claim 90, wherein the communications network is a global computer network.

101. (New) A system for enabling training of field service personnel for at least one machine selected from the group consisting of computed tomography (CT) machines, magnetic resonance imaging (MRI) machines, mammography machines, ultrasound machines, and x-ray machines, said system comprising at least one processor adapted to obtain a reference material search request, wherein said at least one processor is adapted to provide a list of at least one cataloged item associated with at least one reference material relating to training of field service personnel for said at least one machine based on the reference material search request, and

wherein said at least one processor is further adapted to provide a copy of the at least one reference material associated with the at least one cataloged item.

102. (New) The system of claim 101, wherein the search request comprises data relating to said at least one machine, data relating to a skill level of the field service personnel, and data relating to a service task for said at least one machine.

103. (New) The system of claim 102, wherein the data relating to the machine comprises data relating to product type and model, the data relating to a skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

104. (New) The system of claim 101, wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

105. (New) The system of claim 101, wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

106. (New) The system of claim 101, wherein the at least one cataloged item comprises at least one of data relating to said at least one machine, data relating to a skill level of the field service personnel, data relating to a service task for said at least one machine, and data relating to an authorization level.

107. (New) The system of claim 101, wherein the at least one processor is adapted to retrieve the copy from a data storage unit comprising data relating to at least one of training manuals for said at least one machine and service manuals for said at least one machine.

108. (New) A system for enabling field service of at least one machine selected from the group consisting of computed tomography (CT) machines, magnetic resonance imaging (MRI) machines, mammography machines, ultrasound machines, and x-ray machines, said system comprising at least one processor adapted to obtain a reference material search request, wherein said at least one processor is adapted to provide a list of at least one cataloged item associated with at least one reference material relating to field service of said at least one machine based on the reference material search request, and wherein said at least one processor is further adapted to provide a copy of the at least one reference material associated with the at least one cataloged item.